



Alaska Alternate Assessment

2012-2013

Help Desk Summary Report

April 30, 2013

HelpDesk Summary

Background

During the 2013 testing window, DRA's HelpDesk operator (Sevrina Tindal) answered 104 inquiries from Qualified Assessors of the Alaska Alternate Assessment (AKAA). Their queries represented 26 topics.

Most of the HelpDesk calls related to operational or procedural questions, and were answered quickly. Follow up assistance was provided as necessary. The complete report ("AKAA_2012_2013_HelpdeskLog.xlsx") is located on the Secure Transfer Server.

HelpDesk Query Summary Table

Number	Question/Challenge
13	QA, QT retired, left, etc.
9	Refresher training and testing
8	Reasons Not Tested
8	User status upgrades/print certificates
7	Can't locate the <i>Student Communications Survey</i>
7	User system issues (download, video size, browser)
6	Login questions
6	Protégé reset and monitoring
5	Who enters student info?
5	Location of training PowerPoints
4	SCS Survey only accessible once
3	ELOS
3	Access secure tests
3	Validity survey
3	Monitoring: How to check if all tests submitted?
2	Accommodations
2	Writing scoring
2	Writing study
1	* Terra Nova Test VS AKAA
1	Refresher vs full training
1	Scoring when sounds read right to left
1	TSA: Can I send in copies?
1	Can a para-educator administer the AKAA?
1	Shredding test materials
1	Practice tests confusion from directions
1	GoToMeeting issue (logged in too early)
104	TOTAL

Recommendations for Training

The category with the greatest number of queries related to districts requesting DRA assistance in removing Qualified Assessors or Qualified Trainers who had moved from the district or retired. This issue does not require training; this is the recommended solution.

The remaining issues, with the exception of the query related to the Terra Nova Test and AKAAs rules around eligibility (marked with an *), are covered in training.

The question about the Terra Nova was a request for assistance in locating the information regarding the rules that a child would not take the Terra Nova test if the IEP team determined that the most appropriate assessment for that student is the AKA. This information is on the online training site, but is not easily located. DRA and EED have determined to correct this in 2013-2014.